



LICENSE AND ENFORCEMENT SYSTEM (LES)/MY LICENSE OFFICE (MLO)

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The License and Enforcement System (LES) application is an application which administers the licensing and registrations of individuals and businesses for the Department of Commerce and its divisions of Corporations, Occupational and Professional Licensing, Real Estate, Consumer Protection. It is a PowerBuilder client application that interfaces with an Oracle back-end database hosted at DTS. It can be said that LES is the 'backbone' of the Department of Commerce and is used to perform multiple functions for most of the divisions of the agency.

The application was recently upgraded to a web-based version called My License Office (MLO). It is the latest generation of licensing software from the LES vendor. The majority of the users have moved to the new application but there are still a few functions which are still handled by LES, such as Point of Sale, Diversion monitoring, and data imports. Both applications are supported by DTS. MLO is a .NET framework which interfaces with the Oracle back-end database that LES used. In addition to the Oracle database, MLO requires an application server as well as a Word merge server which is used to generate documents such as licenses and letters from the application.

The hours of support required for License and Enforcement System (LES)/My License Office (MLO) are listed below.

Application	Support Hours	Days of Week
LES/MLO - Application	8:00 a.m. - 5:00 p.m.	Monday - Friday, except for legal holidays
LES/MLO - Network and Hosting	24 hours each day	7 days per week, 365 days per year

LES/MLO requires 24x7x365 access and network support as customers of the agency reside around the world, and must be able to query data and submit information at any time.

Product Features and Descriptions

Feature	Description
Licensing and Registration	Licensing and Registration of 100 professions over several different divisions in the department. It also includes renewals of the licensees and registrations and continuing education courses.
Complaints	Tracks complaints against licensees.
Compliance	Tracks any monitoring or fines a licensee receives due to unprofessional conduct.
Point of Sale	Tracks money collected via cash, checks or credit/debit cards for each transaction. Also does drawer balancing and financial reporting for each Point of Sale user. The end-of-day reports break down the money received daily by Finet Code for reporting to the state FINET system.
Reporting	Generates reports such as number of licensees in system, applications submitted, applications denied, renewals, complaints and continuing education audits.
Interfaces with 3 rd Party Applications	Allows data updates from Utah Interactive in a batch system which performs renewal processing, online registrations through the One-Stop Business Registration application, and license management such as address changes and Real Estate company affiliation changes.
Data Extracts	Data is sent to various other agencies and 3 rd parties, such as Human Services, West Valley City, Park City, Veridoc (a national physician credentialing service), and NURSYS (a national nursing credentialing service). Data is also exported from LES/MLO to populate various web sites for licensee lookup, online renewals, online registrations, and online license management via our partnership with Utah Interactive.
Up Time	LES/MLO is required to be up and operational during the hours that the Department of Commerce is open for business. The database is also required to be up for certain back-end processes that run during business off hours.
Coordination with Third-Party providers	Coordinate with third party providers for services or functions under approved statement of work or other contractual agreement and as required by the agency. This includes the exchange of information and data as stipulated.

Features Not Included

Feature	Explanation
User Training and Application Help Desk	DTS support does not include a front-line application help desk. This is handled through the division application specialist. If the specialist cannot resolve the problem he or she consults with the DTS specialist. The DTS representative will provide training upon request.

Rates and Billing



Product Description

Feature	Description	Base Rate
Application Bug Fixes and Enhancements	Programming and unit testing of LES/MLO and associated applications and interfaces to fix reported bugs, implement legislative changes and implement enhancements that are approved and prioritized by the Department of Commerce. .	Application programming services which are available through vendors or other Solution Delivery provided contractors.
Application DBA Support	Provide back-up support to the Department of Commerce Systems Support Group. This includes on-call support for hours that Department of Commerce offices are open that are outside normal work hours for DTS employees. Coordinate on-call schedule. Perform modifications to the database needed to accommodate the implementation of change requests. Maintain stored procedures, which create data files for many of the application interfaces with 3 rd party systems.	See DTS RATES as approved for fiscal year
Project Support	Track tasks and coordinate programming and information analyst efforts for each LES/MLO Release. Coordinate modifications to 3 rd party systems that are impacted by changes being made in LES. Coordinate testing of 3 rd party interfaces and first round application testing for LES/ MLO releases.	See DTS RATES as approved for fiscal year
Unit/1 st Round Testing	Perform DTS regression test scripts and do first round of testing of bug fixes and enhancement requests assigned to each release.	See DTS RATES as approved for fiscal year
Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance during business hours.	See DTS RATES as approved for fiscal year
Security Services	DTS Enterprise Security Services	See DTS RATES as approved for fiscal year
LES Desktop Support	Replacement and maintenance of the LES/ MLO Desktops. This includes peripherals (printer, slip printer, cash drawer).	See DTS RATES as approved for fiscal year
Database	Database alters, backups, restores, clones, monitoring and killing query processes that are adversely affecting production services.	See DTS RATES as approved for fiscal year
Application Server Support	Acceptance Testing environment, Server updates, troubleshooting application failures.	See DTS RATES as approved for fiscal year
Hosting	DTS Enterprise Hosting Services	See DTS RATES as approved for fiscal year
Related DTS Services	Available per DTS listing at posted rates	

Ordering and Provisioning

LES users and/or DTS support personnel report application bugs and desired features or enhancements to DTS personnel. These bugs and enhancement requests are then tested and forwarded to the software vendor. If software vendor charges for the enhancements, the division director presents the change request to the department director for authorization of the charges.

DTS Responsibilities

- Programming and unit testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices. Explain the DTS responsibilities for this product. Note: Press Tab key to add more rows.
- Ensure appropriate changes are made in the Downtime Processing application and interfaces to and from LES/MLO to keep them in sync with changes being made to the LES/MLO application. Coordinate testing with these ancillary systems.
- Assist Department of Commerce Application Administrators in defining requirements for enhancements and legislative changes. Raise issues to Department of Commerce when decisions need to be made related to how a change should be implemented from a business perspective.
- Define technical requirements for enhancement requests and legislative changes.
- Provide project management for LES/MLO Releases.
- Providing back-up support for Department of Commerce Branch Office Support during hours when Department of Commerce Offices are open for business. This includes on-call time for hours when branch offices are open that are outside normal working hours for DTS personnel.
- Perform the first round of testing and run DTS regression scripts on LES/MLO builds
- Communicate changes being made to the LES/MLO application to 3rd parties that interface with the LES/MLO application.
- Create alter scripts for database changes required to support approved enhancements to the LES/MLO application.
- Evaluate proposed legislation with respect to its impact on the LES/MLO application. Identify changes to the application necessary to implement the legislation and estimate the DTS effort required to make the changes.
- Providing desktop support to fix problems with equipment used to run the LES/MLO application, print documents and receipts and scan bar codes on documents. (See LES/MLO Desktop Support product).
- Push new releases of the LES/MLO application to LES/MLO workstations throughout the State when applicable. The majority of users are now using the web-based version so the new releases will be done on the MLO application server but there are still some who require the LES desktop client. (See LES/MLO Workstation Support product)
- Provide Network support to ensure that LES/MLO is up and operating sufficiently 24 X 7.
- Provide Database support to ensure database instances are operating during hours when the application needs to be up and to run back-end and batch process for LES/MLO interfaces.
- Provide server hosting support to ensure that LES/MLO is up and operating sufficiently 24 X 7.
- Provide management and administration for 3rd party applications that support the DTS development and change management processes.



Product Description

- Provide support and input for table changes, impact of new requirements, plate types, acceptance testing, bug fixes, etc.
- Provide assistance in the evaluation of each LES/MLO release for quality and completeness, and assist in creation and distribution of release notes to LES/MLO users.
- Provide consistent and reliable email and calendar support for LES/MLO demands.

Agency Responsibilities

- Define business requirements for changes being requested in the LES/MLO application.
- Make required reference table changes to support new transactions, plate types or other approved changes for LES/MLO releases.
- Perform Acceptance Testing of each LES/MLO release, paying particular attention to bug fixes and requested enhancements that have been assigned to the build.
- Evaluate quality of each LES/MLO release and give final approval to deploy the release.
- Train Department of Commerce users as necessary for deployments of LES/MLO releases.
- Create and distribute release notes to inform LES/MLO users of changes in upcoming LES/MLO releases.

DTS Service Levels and Metrics



In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
License and Enforcement System (LES/MLO)	98.5%. Application will be supported during normal business hours; Monday – Friday 8:00 a.m. to 5:00 p.m. Network and hosting will be supported 24 X 7 X 365.

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.



Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied